City of Franklin

CONSUMER CONFIDENCE REPORT

AN ANNUAL REPORT OF THE PROCESS AND PRECAUTIONS TAKEN TO PROVIDE QUALITY WATER

In this report, you will find:

- Information about the source of your drinking water
- The treatment process that ensures you of the highest quality water
- Results of water quality testing and compliance with water quality laws
- Additional educational information

The U.S. Environmental Protection Agency (EPA) requires drinking water utilities to provide an annual Consumer Confidence Report to help consumers understand where their drinking water comes from so they can make informed decisions about their health and protection of the environment.

TREATED WATER QUALITY

Listed on the next page are contaminants detected in Franklin's drinking water during 2013. All detects are less than federal and state regulations allow. Not listed are the nearly 3,000 tests conducted for approximately 150 contaminants that were not found during water testing.

The State Department of Natural Resources allows the Franklin Water Utility to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of this data, though representative, is more than one year old.

The information enclosed is based on the testing conducted in the year 2013. Every year testing occurs; results for the year 2014 will be available in the next annual report. The Franklin Water Utility is committed to providing its 7,900 customers with the highest quality drinking water that meets and exceeds standards more stringent than federal and state requirements. Please read this brochure for additional information.

<u>How to Read the Annual Franklin Water Quality Report</u>

1. Read the definitions below the contaminants table to understand this report.
2. Choose a "Contaminant" on the chart.
3. Then check the "Ideal Goal" (Maximum Contaminant Level Goal) for that substance.
4. Note the "Highest Level Allowed" (Maximum Contaminant Level).
5. Compare the contaminant "Level Detected" in Franklin's water supply to the "Ideal Goal" and the "Highest Level Allowed".

SUBSTANCE	MCLG (Ideal Goals)	MCL (Highest Level Allowed)	LEVEL DETECTED	VIOLATION	SOURCE OF CONTAMINANT
Antimony	6 ppb	6 ppb	0.2 ppb	NO	Discharge petroleum refineries, fire retardants, ceramics, electronics, solder.
Arsenic	N/A	10 ppb	2 ppb	NO	Natural deposits.
Barium	2 ppm	2 ppm	0.019 ppm	NO	Natural deposits.
Bromodichloromethane	N/A	Unregulated	8.75 ppb average Range: 3.6 – 12.0 ppb	NO	Byproduct of drinking water disinfection.
Bromoform	N/A	Unregulated	0.79 ppb average Range: 0.48 – 1.20 ppb	NO	Byproduct of drinking water disinfection.
Chloroform	NA	Unregulated	11.53 ppb average Range: 2.10 – 19.00 ppb	NO	Byproduct of drinking water disinfection.
Coliform (TCR)	0	Presence of coliform bacteria in >=5% of monthly samples	3 count	NO	Naturally present in the environment
Copper **Sample Date 6/16/2011**	1.3 ppm	AL = 1.3 ppm	0.3 ppm (90^{th} percentile value) 0 of 30 results exceeded AL	NO	Natural deposits. Corrosion of household plumbing systems.
Dibromochloromethane	N/A	Unregulated	5.35 ppb average Range: 3.00 – 7.50 ppb	NO	Byproduct of drinking water disinfection.
Fluoride	4 ppm	4 ppm	0.7 ppm	NO	Natural deposits. Water additive that promotes strong teeth.
HAA5	60 ppb	60 ppb	12 ppb average Range: 6 – 15 ppb	NO	Byproduct of drinking water disinfection
Lead **Sample Date 6/14/2011**	0 ppb	AL = 15 ppb	3.6 ppb (90^{th} percentile value) 2 of 30 results exceeded AL	NO	Natural deposits. Corrosion of household plumbing systems.
Nickel	100 ppb	100 ppb	0.63 ppb	NO	Natural deposits.
Nitrate (NO_3-N)	10 ppm	10 ppm	0.36 ppm	NO	Natural deposits, fertilizer, animal, waste, sewage.
Radium, combined **Sample Date: 3/18/2009**	0 pCi/L	5 pCi/L	1.3 pCi/L	NO	Natural deposits.
Sodium	N/A	Unregulated	11.00 ppm	NO	Natural deposits.
Sulfate	N/A	Unregulated	23 ppm	NO	Natural deposits.
Trihalomethanes, Total	0 ppb	80 ppb	25.8 ppb average Range: 9.2 – 37.2 ppb	NO	Byproduct of drinking water disinfection.
Turbidity	N/A	TT = 1 NTU TT < 0.3 NTU **95% of the time**	0.042 NTU average Range: .03 – .07 NTU	NO	Natural sediment

DEFINITIONS

AL = Action Level: The concentration of a contaminant that triggers treatment or other requirements, which a water system must follow. Action levels are reported at the 90^{th} percentile for homes at greatest risk.

Maximum Contaminant Level (MCL): The highest level of a contaminant allowed by law in drinking water.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected health risk.

nd = no detect

NTU = Nephelometric Turbidity Units: a measurement unit of turbidity, or water cloudiness, which is a good indicator of water quality.

pCi/L: Picocuries per liter measure the level of radioactivity in water.
A picocurie is 1012 curies and is the quantity of radioactive material producing 2.22 nuclear transformations per minute.

ppm: Parts per million.

ppb: Parts per billion.

TT = Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.

Trihalomethanes: chloroform, bromochloromethane, dibromochloromethane and bromoform.

LEAD AND COPPER

Lead in drinking water is primarily from materials and components associated with older service lines and home plumbing. The Franklin Water Utility is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to two minutes before using water for drinking or cooking. Information on lead in drinking water, and steps you can take to minimize exposure, is available from the Safe Drinking Water Hotline, **(800) 426-4791 or at www.epa.gov/safewater/lead**.

Drinking water – including bottled water – may be reasonably expected to contain small amounts of some contaminants. The presence of contaminants does *not* necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA Safe Drinking Water Hotline at **(800) 426-4791.**

SPECIAL HEALTH INFORMATION AVAILABLE

Some people may be more vulnerable to the effects of certain contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice from their health care providers about drinking water. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at **(800) 426-4791**.

MOLYBDENUM IN DRINKING WATER

Molybdenum is a metal that naturally occurs in the earth's crust, or found in some manufactured products. In recent sample testing of private wells, molybdenum levels were found to be above the state groundwater standard of 40 ug/L. The Department of Natural Resources (DNR) and health officials recommend residents using private wells instead of municipal water in southeast Wisconsin to test their wells. For more information, simply go to the DNR's website at **dnr.wi.gov** and type in the keyword "molybdenum".

WATER CONSERVATION

Although tap water is a bargain at $.473 per 100 gallons when compared to most other products we consume, the total cost of water usage can add up quickly when other factors such as drinking water treatment, facility improvements, wastewater treatment, and the energy used for treating, pumping, and heating water are factored in.

We must also remember that water is a limited resource; we will never have any more water on earth than what we have right now. So while water use is necessary for us to survive and to produce and process most of the products we use on a daily basis, it also pays for us to protect it as a natural resource for use by future generations.

Most water is used in the bathroom. The largest water user in any household is the toilet with 2 to7 gallons per flush. Flushes account for approximately 27% of the water used in a typical home. Showers, with a flow rate of 2 gallons per minute, account for around 17% of the water used, while other bathroom uses such as baths and faucets account for around 10%. The second highest water user is the washing machine. At around 41 gallons per load, clothes washing accounts for about 22% of the water used in a typical household.

WATER LEAKS

It is estimated that 14% of the water provided to most homes is lost through leaks. This is literally water and money down the drain. **Fix leaks**. Leaking toilets can account for a surprisingly large amount of water, as most leaks are located in the tanks where they can't be seen or heard. A leaking toilet can use as much as 21,600 gallons per month. Leaking faucets, even those with small leaks of 60 drops per minute, can waste around 350 gallons per month*. Most leaks at faucets and toilets can be repaired with simple tools and inexpensive parts available at most hardware stores.

*Wisconsin Rural Water Association – Conserve Water and Save Money

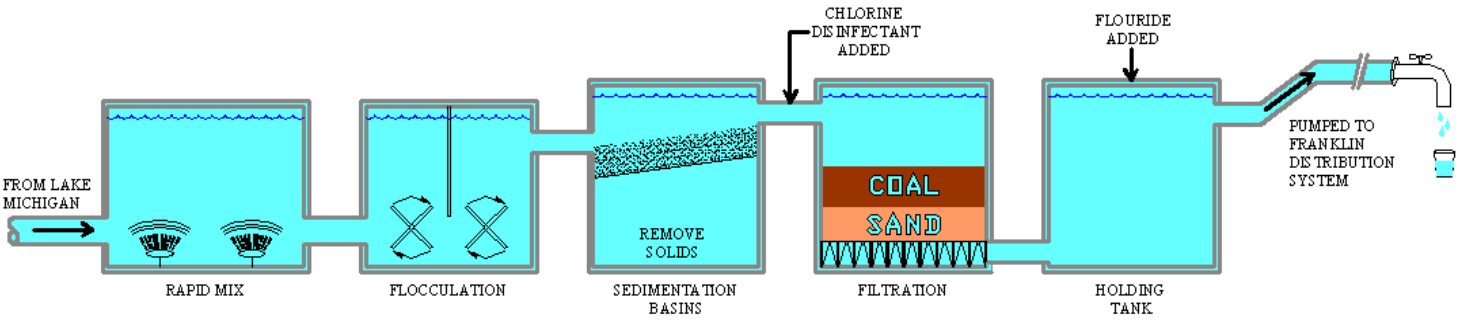
Use more efficient fixtures. Replace inefficient showerheads with low-flow types and faucets fitted with aerators. Even larger items such as toilets, washing machines and dishwashers can pay for themselves in a relatively short period of time by replacing older models with newer, higher efficiency ones. Make older toilets more efficient by placing simple toilet "dams" or a plastic bottle filled with pebbles in the tank.

Use water wisely. Run washing machines and dishwashers only with full loads, or by using lower time and load size selections. Keep a filled pitcher of water in the refrigerator for drinking instead of letting the water run for several minutes to reach the desired temperature. Take shorter showers, turn off the water while brushing your teeth, and put food scraps in the garbage instead of the garbage disposal.

Water lawns & gardens effectively. While perfect looking lawns are nice, it's natural for grass to be less than bright green during dry periods. If you must water the lawn or garden, do it less frequently and avoid the middle of the day or on sunny, windy days where up to 50% of the water can be lost to evaporation.

SOURCE OF FRANKLIN'S DRINKING WATER

FLOW CHART OF THE TREATMENT OF FRANKLIN WATER



FROM OAK CREEK TREATMENT PLANT

CUSTOMER QUESTIONS WELCOME

Numerous opportunities exist to learn more about the Franklin Water Utility and water quality. If you have questions about drinking water quality, this report or Water Commission meetings, please call the Engineering Department at **(414) 425-7510.**

Information regarding drinking water production can be obtained by visiting the Oak Creek Water & Sewer website at www.water.oak-creek.wi.us or by visiting the City of Franklin website at www.franklinwi.gov.